

# Emergency Services Director

Dept: Emergency Services

FLSA Status: Exempt

## General Definition of Work

Performs complex professional work planning, organizing and directing emergency services, planning in-service training programs, providing technical assistance, preparing and maintaining files and records, preparing reports, and related work as apparent or assigned. Work involves setting policies and goals under the direction of the County Manager. Departmental supervision is exercised over all personnel within the department.

## Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

## Essential Functions

- Prepares and administers department operating and capital improvement budgets; prepares and reviews invoices, accounts payable and billings.
- Deals with personnel issues, including hiring, promotions, demotions, evaluations and separations.
- Coordinates activities with local, state and regional agencies.
- Organizes training classes for certification and continuing education of personnel.
- Handles policy and administrative issues that arise.
- Responds to fire, emergency medical services and emergency management calls.
- Educates the general public on safety and prevention.
- Responds to public inquiries regarding departmental activities.
- Attends and represents the County at various meetings, presentations and associations.
- Functions as a telecommunicator or paramedic.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

## Knowledge, Skills and Abilities

Comprehensive knowledge of the federal and state laws and regulations regarding civil defense and emergency management; comprehensive knowledge of all facets of emergency management operations; comprehensive knowledge of radio and telephone communications systems, their operations and implementations into emergency services; comprehensive knowledge of the principles and practices relating to industrial safety and accident prevention; comprehensive knowledge of applicable federal and state laws and regulations regarding employee safety; thorough knowledge and ability to use emergency medical equipment; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to calculate drug dose based on weight and volume; ability to maintain required certifications; ability to respond to work during emergency situations or inclement weather; ability to accept responsibilities and to carry out directives; ability to work with volunteers, volunteer organizations and related agencies; ability to communicate, both orally and in written form; ability to write detailed reports; ability to establish and maintain effective working relationships with other agencies, associates and the general public.

## Education and Experience

Bachelor's degree in business or public administration, emergency medical services, emergency management, fire science, or related field and six or more years experience working in the management of emergency medical services, or equivalent combination of education and experience.

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## Physical Requirements

This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of over 100 pounds of force; work regularly requires speaking or hearing and using hands to finger, handle or feel, frequently requires sitting, reaching with hands and arms, tasting or smelling, pushing or pulling and lifting and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling and repetitive motions; work requires close vision, distance vision, ability to adjust focus, depth perception, color perception, night vision and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, assembly or fabrication of parts within arm's length, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work frequently requires exposure to outdoor weather conditions and occasionally requires wet, humid conditions (non-weather), working near moving mechanical parts, working in high, precarious places, exposure to fumes or airborne particles, exposure to the risk of electrical shock, exposure to vibration, wearing a powered air-purifying personal respirator in place of SCBA and exposure to bloodborne pathogens and may be required to wear specialized personal protective equipment; work is generally in a loud noise location (e.g. grounds maintenance, heavy traffic).

## Special Requirements

- Emergency Medical Dispatcher (EMD) certification.
- Emergency vehicle operations certification.
- Medical responder certification.
- Incident command system (100, 200, 700, 800) certification.
- Incident command system (300, 400) certification.
- National Incident Management System (NIMS) training.
- Valid Driver's License in the State of North Carolina within 60 days of employment.

## Competencies

**Leading with Integrity:** Exhibits ethical and moral behavior in everyday business conduct; Earns trust of others by; disclosing information and admitting mistakes; Recognizes and resolves ethical questions; Ensures organizational ethics are widely understood; Encourages open discussion of ethical issues; Creates an environment that rewards ethical behavior

**Negotiation Skills:** Clarifies interests and positions of all parties; Adjusts tactics to achieve desired results; Manages conflict, manipulation, and strong emotions; Develops alternative options for mutual gain; Builds consensus through give and take

**Managing Customer Focus:** Promotes customer focus; Establishes customer service standards; Provides training in customer service delivery; Monitors customer satisfaction; Develops new approaches to meeting customer needs

**Quality Management:** Fosters quality focus in others; Sets clear quality requirements; Measures key outcomes; Solicits and applies customer feedback; Improves processes, products, and services

**Team Leadership:** Fosters team cooperation; Defines team roles and responsibilities; Supports group problem solving; Ensures progress toward goals; Acknowledges team accomplishments

**Change Management:** Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results

**Managing People:** Defines responsibilities and expectations; Includes subordinates in planning; Takes responsibility for subordinates' activities; Makes self available to subordinates; Provides regular

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performance feedback; Develops subordinates' skills and encourages growth; Sets goals and objectives; Motivates for increased results; Recognizes contributions of others

**Visionary Leadership:** Creates a clear, compelling vision; Communicates vision and gains commitment; Acts in accordance with vision; Displays passion and optimism; Mobilizes others to fulfill the vision

**Financial Responsibility:** Understands financial targets and budget goals; Incorporates financial analysis into strategic decisions; Implements operating budget flexibility to address changing priorities; Creates sound business cases to support expenditures; Promotes conservation of organizational resources

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Manager Name (Printed)

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date